

FAQs (6/19/20)

COVID-19 Trash Frequently Asked Questions



GENERAL QUESTIONS

What services are suspended? Which are not?

As of 6/19, the following services are suspended:

- Recycling Collection
- Bulk Trash Collection
- Mechanical Street Sweeping
- Dirty Street and Dirty Alley Cleaning
- Property Cleaning and Mowing
- Residential Drop-Off at the Eastern and Western Sanitation Yards

As of 6/19, the following services are NOT suspended:

- Residential Trash Collection
- Residential Drop-Off Centers at the Northwest Drop Off Center (Sisson Street), the Northwest Transfer Station, and the Quarantine Road Landfill
- Small Haulers Program
- Rat Abatement
- Municipal Trash Can Replacements

Why are these services suspended?

As a precaution, many services were suspended in March to protect our employees. Additional services were suspended after several employees tested positive for COVID-19 and many others self-quarantined due to likely exposure. Employees from other services have been reassigned to assist with the most essential services.

Should I continue to call 311 for suspended services?

Please continue to call 311 to report missed trash collection, Dirty Street/ Dirty Alley and Property Cleaning and Mowing.

Continuing to create these service requests will allow us to address these issues as soon as services are restored.

There is no need to report missed recycling collection while it is suspended citywide.

What are you doing to keep your employees safe from COVID?

DPW is providing employees with masks, gloves, hand sanitizer and other PPEs. Safety precautions have been put in place, including sanitizing of yards and trucks each day. Social distancing is being enforced when employees report for work each morning. Employees have been provided with laundry service for uniforms so potentially contaminated clothing is not brought home.

What else can I do to help with trash issues?

We understand missed trash collection can be very frustrating and lead to other problems such as dirty alleys and rodent problems. Residents can do their part by storing their bagged trash in their municipal trash can or other can with a tight-fitted lid, and to keep the area around their property clean, including the curb and alley.

If you choose to hold your recycling until collections resume, please secure your recycling so litter does not blow in streets and alleys. Clean recycling should not attract pests.

TRASH COLLECTION

Why is DPW continuing to have problems collecting trash? When will normal collections resume?

Employees have been reassigned to trash collection who do not usually perform this work and are not accustomed to it, which is causing the routes to take longer to complete. Additionally, substitute drivers, laborers, and supervisors are unfamiliar with the routes.

Curbside trash tonnage has increased 22 percent since the City issued its shelter-in-place order three months ago, and continues to increase with the recycling suspension, as more recyclables have been included in the trash. This adds to route times.

Collections should return to normal when our employees return from quarantine in the next week.

What is DPW doing about collecting trash missed and delayed?

We are working as quickly and as diligently as possible to resolve the issues.

The majority of communities have either had their trash collected on-time or the day after. However, some trash remains uncollected more than a day after it was scheduled to be collected.

What should I do if my trash wasn't picked up?

Please create a service request through the 311 system. This can be done by calling 311, using the app, or visiting <https://balt311.baltimorecity.gov/citizen/service/types>.

RECYCLING COLLECTION

Should I place my recycling inside the trash can if recycling is suspended?

Residents have the option of placing recyclables with regular trash to be collected, holding recyclables until recycling collection resumes, or bringing recyclables to one of our open drop-off centers.

If I hold my recycling in my yard, won't it attract rats?

Recyclables should be clean and dry, which will not attract rats or other pests.

When will recycling collections resume?

DPW plans to resume recycling collections by early July 2020 if not sooner.

Should bulk trash, recycling and household trash be put out together until normal collections resume?

Please do not place bulk items with your trash collection. Bulk items will not be collected and may encourage additional dumping in your alley. These items can be brought to one of our open drop-off centers.

Is it possible to drop off my recycling somewhere?

Residents can bring recycling to the drop-off centers that are open. Open facilities are:

- Sisson Street Citizen Drop-Off Center, located at 2840 Sisson Street, Monday –Saturday, 9 a.m. to 7 p.m.
- Northwest Transfer Station, located at 5030 Reisterstown Road, Monday - Saturday 7:00 a.m. to 5: 00 p.m.
- Quarantine Road Landfill, located at 6100 Quarantine Road. Monday - Saturday, 9:00 a.m. to 5:00 p.m.

Can my neighborhood association collect recycling in a large pickup truck to bring to the Drop-Off Centers?

Yes, residents may choose to gather recyclables within the community to bring to one of the Drop-Off Centers.

Dirty Alley/Streets and Vacant Properties I placed a 311 service request for a dirty alley/street/vacant property, but it hasn't been addressed yet. When can I expect this SR to be completed?

This service was suspended due to COVID. We are working through requests that are in the system in the order they were received. We ask everyone to be patient during this time and to help out by keeping your alley clear of litter and bulk items.

BULK

What do I with my bulk trash items?

Bulk trash collection has been suspended due to staffing modifications implemented at the start of the City's COVID-19 shelter in place order.

Recycling, trash, and bulk trash items can be brought to one of the following Drop-off Centers for disposal:

- Sisson Street Citizen Drop-Off Center, located at 2840 Sisson Street, Monday –Saturday, 9 a.m. to 7 p.m.
- Northwest Transfer Station, located at 5030 Reisterstown Road, Monday - Saturday 7:00 a.m. to 5: 00 p.m.
- Quarantine Road Landfill, located at 6100 Quarantine Road. Monday - Saturday, 9:00 a.m. to 5:00 p.m.

RATS

What can I do about increase in rats?

- Rat rubout requests can be sent to 311 but it will take longer than usual for Solid Waste to address the request due to the staffing shortages.
- The most effective way to prevent rats is to reduce their food source. Keep trash in a secure container, pick up pet waste, and prevent any litter from accumulating.

PITCH-IN PROGRAM

What is the status of Community Pitch-In Program?

- This program is reopening on Monday, June 22nd to address previously scheduled pitch-in events. Events that were scheduled but unable to take place due to COVID will have the opportunity to reschedule. We do not have the capacity to accept new requests at this time.

How do I request a dumpster for community cleanups?

- The Community Pitch-In Program allows community associations to host community clean-up events with assistance from the Bureau of Solid Waste. The registered Community Association Representative may schedule a Community Pitch-In via 311, and upon approval, the Bureau of Solid Waste will deliver a 40-cubic yard roll-off container at the requested clean-up location for approximately 4 hours.